

eWiSACWIS Change Management Process

- Six avenues for user agency input exist today:
 - eWiSACWIS Advisory Committee (eWAC)
 - Program Advisory Workshop (PAW)
 - Technical Advisory Workshop (TAW)
 - On Site Support (via program team liaison)
 - Help Desk (via phone or email)
 - Program Enhancement Plan (PEP) Committees
- eWiSACWIS program team provides:
 - Assigned liaison to each county
 - On site support
 - Communication to counties
- Incident Tracking Database:
 - Every incident (bug) and enhancement request is documented in the eWiSACWIS incident database. The incident data base includes requests from all avenues for input.
 - A tracking number is provided for each item. The number is used to track the status of each item through-out the change life-cycle.
 - More detailed version of incident database will be available to users in June 2006 release.
- Inclusion of incidents in releases:
 - The eWiSACWIS program and technical teams evaluates items in the incident database on an ongoing basis to determine priority. Serious problems are fixed immediately.
 - Recommendations for inclusion in a release are based on volume of requests through help desk and other input from users. All comments are carefully considered.
 - For each release, the Incident data base is carefully reviewed by Beth Wydeven and Steve McDowell.
 - Enhancements and incidents are chosen for inclusion in releases based on what will benefit the most users.
 - Changes in law, policy, procedure, reporting requirements and other factors can drive priorities.
- eWiSACWIS process for changes:
 - Identified changes make it onto the Master Defect List (MDL).
 - eWiSACWIS staff assess impact and determine the integration strategy into the application.
 - Design documents are created/updated by system designers and the resulting documentation is passed onto the developer/programmers for coding.
 - The developers make the requested code changes and test the modified code.
 - Designers do thorough system testing to ensure requirements are met.
 - State eWiSACWIS project team members do the final user acceptance testing.
 - Related regression testing scripts are run.
 - The incident is then marked as Resolved – awaiting build.
 - A pre-release meeting is held to plan for implementation.
 - An RMS change is used to track the tasks for the production migration.
 - Releases occur over a weekend and are given one last verification prior to being released to the user community on a Monday morning.